

State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

February 16, 2006

- **Members Present:**

Chair. Chris Fischer, APCO

Vice-Chair, Steve Reinke, *Rural Counties-East*

Mike Akin, *Association of Cities – West*

Dan Aycock, *Member at Large*

Dave Carlberg, *Washington State Association of Fire Chiefs*

Marlys Davis, *King County*

Stephanie Fritts, *Rural Counties - West*

John Kaino, *Assoc. of WA Counties - West*

Marty Knorr, *Washington State Patrol*

Steve Lich, *Washington Fire Commissioners Association*

Chris Mace, *WA Assoc. of Sheriffs and Police Chiefs*

Lynn Mell, *T-Mobile USA - Wireless*

Eric Torgeson, *Verizon*

Markus Volke, *Qwest*

Deb Welsh, *Urban Counties - West*

- **Alternate Members Present:**

Mark Freitas, *WFCA*

Patti VonBargen, *Assoc. of WA Cities East*

- **Guests Present:**

Brandan Smith (WPC), Joe Cropley (WPC), Diane Carlson, Pam Boad (Mason County)

- **County Coordinators Present:**

Dan Hally (Asotin), Wayne Barnhart (Chelan), Naomi Riggins (Clallam), Keith Flewelling (Clark), Roger Trump (Columbia), Rose Parr (Ferry), Virginia Boyd (Garfield), Peggy Fouts (Grays Harbor), Marlys Davis (King), Shirley Chapple (Klickitat), Michael Strozyk (Lewis), Dee Ann Edwards (Lincoln), Jim Ricks (San Juan), Deb Walsh (Skagit), Debby McCanna (Stevens).

- **State Office Staff Present**

- Bob Oenning, Bruce Baardson, William Boyd, Blessing Guillermo, Lorri Gifford, and Kristin Ramos

- **Welcome and Introductions**

- Chris Fischer reminded attendees to please sign-in before leaving.
 - Change to agenda to place 211 item in front of Wireless.
- **Review and Approval of the Minutes (19 January, 2006):**
 - Page 3 edit that the State had reviewed the RCW and the state would continue with cost recovery.
 - Page 2 Deb Welsh gender notation.
 - Dan Aycock moved to accept as written the minutes of the 16 January 2006 meeting. Stephanie Fritts seconded the motion.
 - Discussion – None.
 - The motion carried.
- **Old Business – Bob Oenning**
 - Action Items
 - Status of all items in the works. [Summary of Action Items Sheet].
 - Review of some of the issues and discussions from the January 1, 2006 meeting.
 - Send Bob Oenning and Marlys Davis documentation of issues related to emergency lock-outs. Discussion ensued.
 - Manufacturers must allow programming to permit use in other carriers' service areas. Bob and Marlys will work on answers as data is provided.
 - Is being allowed to roam to a stronger signal a more effective alternative than a weaker signal with more accurate call tracking?
 - This is probably more of a handset issue than a carrier issue.
 - Chris Fischer requested that this process continue for each month to keep committee member informed regarding the process
 - WAC Attorney General for default PSAP status to be added to the Action Item Sheet.
 - VONAGE sent a memo CC the governor about the possibility of paying a fee. Their definition of service is close to switched access line.
 - How would a tax be implemented to ensure long-term support?
- **Subcommittee Reports**
 - **Wireless – Marlys Davis**
 - **Get Notes from Marlys for Federal level information and Wireless Notes.**
 - **211 – Steve Reinke**
 - Suggest standardized language for PSAPs
 - MOU – Memorandum of Understanding
 - Comments
 - On page 3 half way down, there is a bullet point regarding special arrangements. Agencies involved in emergency management need to be kept informed.

- Big benefit to 211 is after the event for aid and assistance.
- Page 2 second paragraph implies that 211 is the pipeline of communication. Operators make the decision regarding intent of the caller.
- It is an MOU instead of an agreement.
 - It is up to PSAPs and 211 to make final decisions.
- MOU is signed by PSAPs and county representatives.
- Wording is similar to crisis line. Should 211 calls be tracked and a local PSAP called to be informed regarding incoming call?
 - The caller should be relied upon to make the right call. 211 operators are in charge of up to five counties, making calls difficult to track.
- The public had an expectation that they can call 911 in an emergency. If 911 is not called, we are not liable.
- Tom Page informed Lynn Mell that this service for wireless will likely occur in about 6 months.
- Announcement “You have reached 211. If this is an emergency, please hang up and dial 911.”
 - You have reached 211. If you have a police, fire, or medical emergency and need an emergency response, please hang up NOW and dial 911”. If not, our office hours are.....
 - This service is for the actual time of the emergency. For aid AFTER the emergency, a different resource would be required.
 - CENCOM’s thought was that Dr.’s offices use that type of language.
 - Concerns of more trivial items overwhelming 911 operators.
 - Suggest an alternative or create custom language?
 - Define the emergency and then provide the appropriate response. Key word is ‘response’.
 - 211 is intended to lighten the 911 call load.
 - Senate is providing funding for 211 and Bob’s department is heading the contract and handling the revenue.
 - We can potentially be part of the decision making process due to the responsibility of creating the contract.
 - Be aware of the different ‘hats’ between 911 and 211.
 - When there is an emergency response, the recovery process starts almost immediately.
- **Introduction of William Boyd and the Federal Commissions (FCC) Report**
 - Robert McDowell was nominated last week by President Bush to fill an FCC vacancy.

Service Agreements Spreadsheets – Marlys Davis

- Phase I and Phase II Service Agreements [Excel Spreadsheet].
 - Combined AT&T/Cingular Service Agreement – Their attorney has advised that they will no longer seek cost recovery. They still need to amend the Agreements to reflect this. The Agreement has been sent to Cingular for approval.
 - Sprint PCS and Nextel - Will continue to use existing service agreements.
 - New group at Sprint. Wendy Hood is working on combined agreement. Will add in VoIP.
 - Inland Cellular has halted signing Agreements due to issues in Idaho that may also apply in Washington. They did not receive state cost recovery.
- Phase I/Phase II Costs
 - Carrier Cost Recovery
 - Expect approximately \$1.7 million below the line.
 - Wireline/Wireless has not yet been broken down.
 - 50% Wireless goes to counties.
 - 50% to Wireless carriers.
- Phase I Implementation Issues
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
- Default Routing
 - WAC designated WSP PSAPs as default PSAPs so they are eligible for wireless funding. The state office is waiting for the review from the Attorney General's Office.
- Phase I Class of Service
 - New report from Intrado.
 - 4 carriers – all correct
 - 6 carriers – still need to make corrections
 - Information has been sent to each carrier
- Phase II Implementation Issues
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
 - ALI Datastream Upgrade to PSAPs [Phase II Status Sheet].
- Other Implementation Issues/Comments
 - William Boyd requested that the County Coordinators check the link and report any errors to him.
 - Prepaid Wireless 911 Taxes
 - DOE was supposed to document basis for collecting on prepaid so counties could have the prosecutors review to see if counties can also collect on prepaid.
 - Carriers remit monthly for all active prepaid phones.
 - T-Mobile is getting written documentation from the tax department

- Testing
 - Cingular
 - Has assigned one person to coordinate testing statewide. Victoria Chester sent an email to all coordinators with a sample test request form and asked for input. This method is working well so far
- Wireless Phones Lock in Emergency Mode
 - Still researching
 - Various phones act differently in emergency mode
 - Phones not consistent on how to release mode:
 - Turn off, hit specific keys, time out
 - William is researching the issue.
 - Public education will hold off under the issue is understood better
- Where are we with the issue of non-initialized phones?
 - The FCC said to the carrier that they can turn those phones off, but the process must be practical to implement. A non-initialized phone can jump onto a network. This issue has stalled.
 - Problems of not being able to turn a cell phone off.
 - Is there the ability to override being able to track model of phone or subscriber?
 - A threatening call was tracked.
 - There may be a usable technology to turn off cell phones.
- Public Education
 - State E911 Office Press releases and Web Page
 - Sending status chart and press release for final review to be released at the end of February
 - Wireless Misdials
 - Penelope is collecting statistics regarding the size of the problem
- VoIP Report
 - Federal Actions
 - Federal Communications Commission is working on global VoIP order and will include P-ANI plan
 - Neustar has hired a person to manage P-ANIs and will be ready to go when the FCC order comes out
 - VoIP Service Agreement
 - Language to be added to the CLEC Service Agreements to address VoIP
 - Added definition – refer to FCC order service requirement as specified in FCC order. These will also be added to the wireless agreements
 - Vonage will need assistance with the agreement for new companies
 - VoIP Implementation
 - New E-911 service provider to VoIP companies

- HBF Group has sent email to all the county coordinators asking for VoIP PSAP information
 - They will be invited to attend the Wireless Workgroup
 - Problems with testing
 - Intrado test procedure
 - Vonage letter to Bob and Governor requested accelerated PSAP testing.
 - Bob is working on a letter and appropriate response
 - Other VoIP Issues
 - Shelly will instruct testers not to identify which company they are
 - Vonage
 - E911taskforce@vonage.com
 - After implementation errors
 - Cc Shelly when corresponding
 - Shelly is point of escalation
 - Tested out, seems to work okay
- Comments/Questions
 - Wireless call-back study requested. Peggy Fouts initiated the project. Volunteers requested: Yakima.
 - Regarding VoIP, both Verizon and Qwest have made available 211 and 511 ESQs
 - Continuity of Operations Planning – Pandemic Flu
 - Vendors who support E-911 System are developing plans
 - LECs – Qwest, Intrado, Verizon, Sprint
 - Equipment Vendors – Positron, Plant
 - Wireless Carriers
 - Shelly-Vonage volunteered to speak at the Coordinator's Forum
- **Policy Review – Deb Welsh**
 - Prioritize the policies
 - Contract
 - Below the line
 - Others will be addressed as they come up.
 - Review current policies as requested by the State Office.
 - On subcommittee policy conflicts, the policy should be sent back to originating committee with comments/suggestions attached.
 - Coordinator Forum
 - Dialogue before forum to be current on policies.
 - Adjustments will be brought to the Advisory Committee.
 - The committee will have adjustments the following Monday after the Forum and be presented to the AC the following Thursday. Three days review is all that will be available.
- **Strategic Planning – Dan Aycock**
 - They met on February 15.
 - Went through the plan and identified several incomplete issues.

- Found 4-5 areas which will not be affected this year.
- Next meeting will be March 15, the day before the next Advisory Committee.
- By the third meeting, there should be more to report to the Advisory Committee.

- **State Office Staff Reports**

- **Financial Status – Bruce Baardson**

- FY06 Wireline and FY06 Wireless Fund Status Year to Date [Wireline Fund Status Document].
 - Presentation of information provided.
 - It covers July through December. We should be at 50% and we are at about 44%.
 - Payment requests are generally up to date at this point.
 - \$3.7 million will be unspent at the end of this year.
 - Next year allotment is \$2 million less than this year.
 - This works out to be about \$40,000 per county.
 - Below the line funding will be increased.
 - Not to exceed \$45,000.
 - Counties in the application process (non-contract counties) the State will be asking for information in the April-May time frame.

- **National/Legislative – Bob Oenning**

- S 1063 – Adjutant General letter to the Washington Delegation almost ready for distribution to legislators.
 - Enhanced 9-1-1 Act – Many organization sending letters in support of funding.
 - SHB 2543 – E911 Advisory Committee Bill in Senate and likely to pass on to the Governor. This may be the one with the Sunset Clause and includes putting a VoIP onto the committee.
 - VoIP Taxation Study
 - An email was sent to Jim Mullen for forwarding to TAG and to DOR on 17 Nov. 05 noting E911 Advisory Committee recommendation that the study be for one year, not two. The requestor of legislation is not suggesting a study at this time.

- **New Business – Chair Chris Fischer**

- **Poison Control Call Back Line – Joe Cropley [Fact Sheet for 911/PSAPs]**

- Joe Cropley and Brendan Smith are both former EMD technicians and Brendan Smith is a former 911 dispatcher.
 - Surveys are being sent to the PSAPs to determine if the PSAPs have the Poison Center direct line.
 - No formal communication between the Poison Center and 911 community in general.
 - Funded by the Department of Health.
 - No longer at Children's Hospital.
 - Business cards available (unlisted number) to help expedite communications between Poison Control and Advisory Committee/Interested parties.
 - National Toll Free Number available 1.800.709.0911.
 - Seeking to develop a better working relationship with the 911 centers.

- Staffing includes chemists, biologists, and medical staff.
- Aid in the decision to send aid to the scene or handle the situation through home management.
 - Situations handled at home will receive follow –up.
- Survey results revealed that PSAPs have limited direct access to the Poison Control center.
 - If a caller needs aid, Poison Control instructs the caller to hang up and dial 911. The burden of responsibility is placed on the caller.
 - 911 dispatchers can seek response advice from Poison Control from a triage viewpoint.
- Comments/Questions
 - General information number can supply educational materials.
 - Information will be available on the back table.
- **Mailing of Minutes - Discussion**
 - Stop the hard copy mail.
 - Continue the electronic mailing of documents.
 - Keep documents in electronic form.
 - Recommend all electronic unless requested a hard-copy version.
- **Pandemic Preparedness Planning Subcommittee - Discussion**
 - Bob Oenning proposed the creation of a new subcommittee.
 - Deb Welsh moved to create a subcommittee for Pandemic preparedness Planning.
 - Marty Knorr seconded the motion.
 - Discussion-None
 - The motion carried.
 - Jim Ricks will chair the new subcommittee.
- **Other announcements:**
 - APCO Summer Training Conference is in the third weekend in June.
- **Motion to adjourn:**
 - Dan Aycock of Walla Walla made the motion to adjourn.

The next scheduled E911 Advisory Committee meeting is THURSDAY, MARCH 16, 2006 at
THE LAQUINTA INN & SUITES in Federal Way, Washington
32124 – 25TH AVENUE S
FEDERAL WAY, WA 98003
(253) 529-4000

- **Action Items from February 16, 2005 meeting:**
 - WAC Attorney General for default PSAP status to be added to the Action Item Sheet.
 - Keep 211 Subcommittee in place for at least a couple of more months until 211 issues are resolved.
 - Deb Welsh moved to create a subcommittee for Pandemic preparedness Planning.

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- Marty Knorr seconded the motion.
 - Discussion-None
- The motion carried.